

## Privacy Tip of the Week

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### West Virginia Executive Branch

Privacy Policy: *Security Safeguards, Incident Response*

### Minimizing Mistakes

#### Question:

Okay, so I sent some documents with PII to the wrong person – now what do I do? And, what can I do to make sure I don't let this happen again?

#### Answer:

We all know that mistakes happen, and sometimes our mistakes may expose Personally Identifiable Information (PII). When this happens, you must report the incident immediately to the Office of Information Security and Controls (OISC) by one of the following methods:

- (1) e-mailing [incident@wv.gov](mailto:incident@wv.gov) with a subject line of "INCIDENT";
- (2) going to the WVOT Web Site (<http://www.technology.wv.gov>), clicking on "Report an Incident", and filling out an Incident Report Form; or
- (3) contacting the WVOT Service Desk at [servicedesk@wv.gov](mailto:servicedesk@wv.gov) or by phone at 304-558-9966 or 877-558-9966.

### Remember to notify your supervisor or manager immediately!

Often mistakes occur when we are too busy (multitasking, trying to get a big project out, or at the end of the day). They also happen when we're distracted (thinking about too many things, upset by something, or just not feeling 100%). If you know you're too busy or distracted – or even worse, too busy *and* distracted – take a few moments to focus on the PII you're handling.

✓ **Double check the address.** If you let Outlook suggest e-mail addresses for you, be sure to verify that your e-mail is going to the correct recipient. Too often, e-mails are misdirected because Outlook suggested the wrong address and it wasn't noticed until after the message was sent.

✓ **Double check the attachments.** Even the most careful person can easily attach the wrong file to an e-mail, and the risk goes up if you're in a hurry. Take a moment to open the attachment and be sure it's what you want to include before you click send.

✓ **Double check your files.** If you are working on multiple files at once, it's easy to mix up pages. This could expose paper-based PII to the wrong person when you share the file.

✓ **Double check your surroundings.** More than one person has been horrified to learn that a box of records or media had been picked up accidentally by the cleaning crew because they were left too close to the trash can. Do you have boxes or folders that contain PII? If so, make sure they are properly stored before you leave for the day.